**Outbound spam checklist**

**Problem description**

When Office 365 receipts send E-mail message to an external recipient, he gets an NDR message that notifies him that his E-mail message was identified a spam\junk mail.

**Information**

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| Source recipient E-mail address |  |  |
| Destination recipient E-mail address |  |  |

**Question list clarification**

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| **What is the “scope” of the spam issue?** |
| * The problem is related only to a specific Office 365 recipient who send E-mail to a specific external recipient * The problem is related only to a specific Office 365 recipient who send E-mail to be several of the external recipient who have different E-mail domain name. * The problem is related to a couple of Office 365 recipients who sends E-mail to external recipients |

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| **Step 1: Verify if your organization domain names appear as blacklisted** |
| **The task**: Verify if your organization domain name appears as black listed. You can use a free on-line service such as: <http://mxtoolbox.com> |
| **The purpose**: verify if the E-mail message identified as spam because the organization domain name is blacklisted |
| **Result**: Choose an item. |

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| **Step 2: Send a Neutral E-mail message to the destination external recipient** |
| **The task**: Send an empty E-mail message to the destination external recipient |
| **The purpose**: verify if the issue is related to the specific E-mail content |
| **Result**: Choose an item. |

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| **Step 3: Send E-mail to the external recipient from another organization user E-mail address** |
| **The task**: Try to send E-mail to the destination external recipient by using another organization recipient E-mail address. |
| **The purpose**: verify if the issue is related to a specific Office 365 user E-mail address (the user E-mail address is blacklisted) |
| Result: Choose an item. |

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| **Verify the spam score of the E-mail message** |
| **The task**: Verify the spam score of the E-mail message. You can use a free on-line service such as: <https://www.mail-tester.com> |
| **The purpose**: verify if the issue is related to the specific E-mail content |
| **Result**: Choose an item. |

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| **Activate the option of Exchange Online – outbound spam** |
| **The task**: Activate the option of Exchange Online – outbound spam by using the Exchange Online admin interface: Protection | Outbound spam | Default | outbound spam preferences.  Then send again E-mail to the destination external recipient |
| **The purpose**: verify if the E-mail message was identified as spam\junk mail by Exchange Online + get a notification about the event in which organization E-mail is identified as spam. |
| **Result**: Choose an item. |

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| **Exchange Online Higher Risk Delivery Pool** |
| **The task**: Check the E-mail message or the E-mail heard and verify if the E-mail message was sent from the Exchange Online High Risk Delivery Pool |
| **The purpose**: verify if the E-mail message was identified as spam\junk mail by Exchange Online |
| **Result**: Choose an item. |

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| **Remote recipient | Technical contact** |
| **The task**: Try to contact a technical contact that representative the external recipient.  Ask him to provide additional information about the reason that the E-mail is identified as spam |
| **The purpose**: get help from a person that have access to the “destination mail server” log or mail security infrastructure. |
| **Result**: Choose an item. |
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